

# NHSmail

Enabling collaboration across health and social care



## Local Administrator (LA) bulletin – 7 March 2019

Please note this information is correct at the time of publishing

### Anti-spoofing

The anti-spoofing policy for internet traffic was successfully implemented on 12 February 2019. The Health and Social Care Network (HSCN) spoofing policy is scheduled to be applied on 14 May 2019 – this will move spoofed emails to the ‘Junk E-mail’ folder.

A total block on all spoofed email is planned for 9 July 2019.

#### What action do I need to take?

If your organisation requires support to ready yourselves for these key milestones, we are still holding our weekly calls on a Thursday. We can also offer data on your organisation’s spoofed email.

To access either of these, please contact [feedback@nhs.net](mailto:feedback@nhs.net)

### Sharing sensitive information

Following extensive consultation with the health and social care sector and local and central government, we have updated our guidance on sharing sensitive information including detail around some government email services which are being retired.

The updated guidance, outlined below, is available on the NHSmail [Portal help pages](#) > Sharing Sensitive Information Guidance.

[Guide for health and social care email - users](#)

[Guide for health and social care organisations](#)

[Guide for government organisations](#)

### **What action do I need to take?**

Please cascade this information to your local userbase and make arrangements to update any local guidance around sharing sensitive information.

## **Unauthenticated Lightweight Directory Access Protocol (LDAP) to be disabled**

As communicated in the Local Administrator bulletin in [February 2019](#), anonymous access to the NHS Directory via LDAP is going to be disabled. This change will be implemented on 5 April 2019.

We have emailed the Primary Local Administrators in the organisations that we have identified are accessing the NHS Directory in this way, outlining what action to take.

### **What action do I need to take?**

If you are aware your organisation is using LDAP to access the NHS Directory anonymously and we haven't contacted you, you need to take appropriate action as the change is likely to impact applications or clinical systems using LDAP.

To maintain LDAP access for your organisation you must [request authenticated access](#) by **22 March 2019**.

## **Improving joiner / leaver workflows**

Improvements are being made to the way joiners, movers and leavers are managed. This will start with the ability to integrate the NHS Electronic Staff Record (ESR) with NHSmail and the NHSmail Active Directory with local Active Directory services. This will enable organisations to automate the new joiner / leaver processes across the three services.

The integration will be available on an 'opt-in' basis. Further details on the specific capabilities and on-boarding process will be available in the next Local Administrator bulletin.

### **What action do I need to take?**

To support us with on-boarding planning, if you are interested in using these new features please contact [nhsmail.development@accenture.com](mailto:nhsmail.development@accenture.com) with the information below.

- Email subject line - *JML onboarding pipeline*
- Name
- Role
- Organisation
- Email / telephone number

# All user satisfaction survey results

We have published the results of the [user satisfaction survey](#) that was issued to all users of NHSmail in late 2018. This includes details of the actions already underway to address some of the key improvement areas, in direct response to the feedback received – we have highlighted some of these below.

- **Self-Service Portal (SSP) - Service Now**

A pilot has started with several organisations looking to introduce an SSP in collaboration with Accenture’s service management tool ‘Service Now’. SSP will provide Local Administrators with a range of functions including the ability to:

- raise incident and service request ticket types
- review the current status of an open / active ticket including updates added to the ticket from NHSmail support teams
- add commentary to an open / active ticket in scenarios where additional information becomes available
- resolve a ticket in instances where no further action is required
- re-open a ticket that resides in a ‘resolved’ state should the submitter require further action to be taken

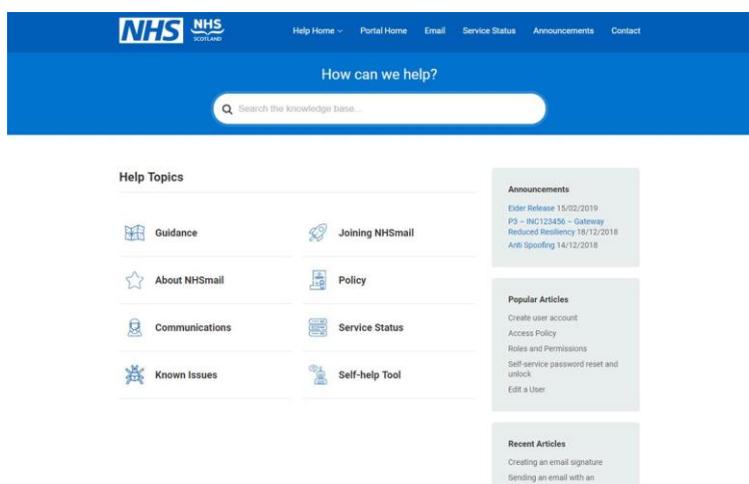
The rollout to Local Administrators is expected during April 2019.

- **New NHSmail support site**

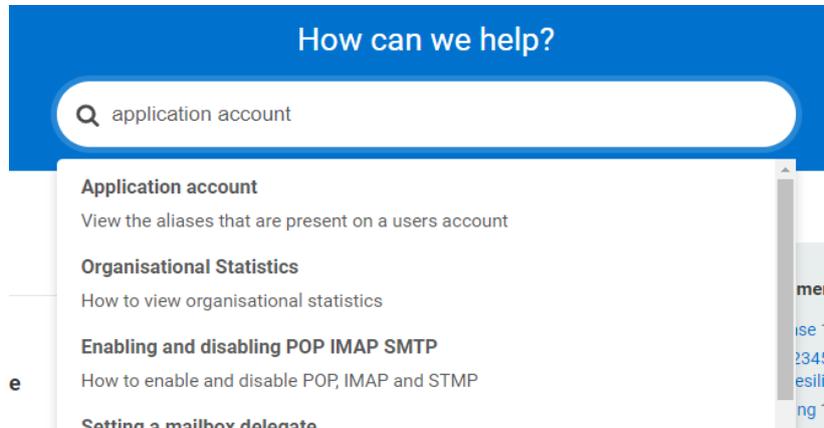
Users reported that they are not able to quickly and simply find the information they are looking for on the existing NHSmail [support site](#). We have taken action to build a replacement support site, due to be made available around March / April 2019.

We’re very keen to publicise that this new support site is coming and wanted to give Local Administrators first sight of a few screenshots.

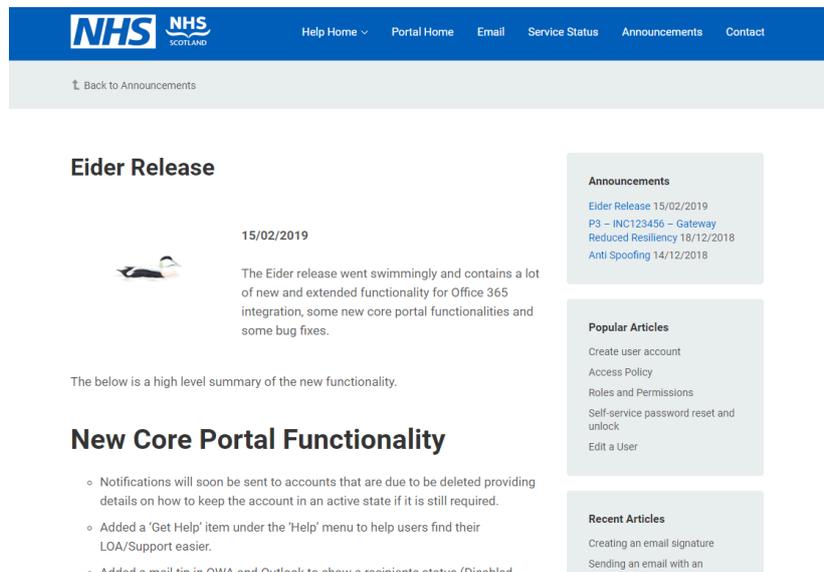
The following screenshot shows the Help home page:



The site is divided into logical categories, with the primary focus being the 'search' tool. The search functionality identifies articles as you type in order of relevance, which will take you directly to the article when clicked:



Announcements and popular and most recently updated articles are also prominently displayed and dynamically refreshed. For example, Portal releases will be provided as announcements and accessible from almost all pages on the site:



The site adheres to WCAG2.1 accessibility standards and will initially be made available at <https://support.nhs.net> with integration into the existing NHSmail support site.

## Data Security and Protection Toolkit (DSPT)

Additional [guidance](#) is available for organisations using both NHSmail and another email service. This relates to information around providing spam and phishing evidence.

- Organisations that are only using NHSmail as their email solution are not required to submit spam / phishing evidence for the DSPT.
- Organisations that are using another email solution in addition to NHSmail must provide evidence in respect of the other email service they are using.

## NHSmail Office 365 Hybrid enhancements

Additional features are continuing to be released for the NHSmail Office 365 Hybrid Service. This includes enabling additional applications and administration functionality to manage external collaboration.

The enhancements below are planned to go live in April 2019.

- Availability of the following applications (subject to licensing): Flow, Power Apps, Sway, PowerBI (all versions), Project Online, Visio Online and Stream.
- Enhancements to allow approved Teams Connectors and Yammer Connected Groups.
- Ability to manage external guest access; via individual enablement from NHS Digital approved whitelisted domains.

## Portal release

The latest Portal release was delivered on 15 February 2019. A full breakdown of the release contents can be found on the NHSmail Portal [Service Status](#) page.

## Business Continuity and Disaster Recovery testing

The Business Continuity and Disaster Recovery (BCDR) testing took place over the weekend of 2 / 3 March 2019. We are pleased to report the testing was successful and resulted in no system outages for users.

## General service information and reminders

The 'NHSmail News' section on the [Service Status](#) page of the Portal is regularly updated, highlighting things that are happening on the service that may impact your use of it.

## Contacts for further help

NHSmal helpdesk: 0333 200 1133 / [helpdesk@nhs.net](mailto:helpdesk@nhs.net)  
Service status: <https://portal.nhs.net/Help/servicestatus>  
NHSmal Portal help pages: <https://portal.nhs.net/Help/>

[helpdesk@nhs.net](mailto:helpdesk@nhs.net)  
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